



Partner Support Portal

partners.fortinet.com



April 7, 2014

Get started with the Partner Portal

- Restricted to FortiPartners
- Request your Partner login ID at partners@fortinet.com
- Login at partners.fortinet.com
- Choose “Online Support” for the **Partner Support Portal**

FORTINET | Partner Portal

Search Here All

Home Sales & Marketing Pricing Support Training Partner My Account

REDISCOVER YOUR NETWORK
Application & Risk Analysis Report with Every
HIGH PERFORMANCE NGFW

Start My 30-Day Trial

Leads/Deal Reg.
Renewal Tracking
SN/Contract Query
Online Support
FortinetStore

Events
02/06/2014
40Mins: Introducing FortiWeb 5.1 [Register>>](#)

What's New

Pricing

Promotional Flyers	TMG TradeIn 2013 EMEA Reseller Version ↓	2014-02-03 ★★★★★
Promotional Flyers	Incentive Program Flyer Q1 2014 EMEA APAC ↓	2014-01-31 ★★★★★
Promotional Flyers	Q1 Promotions Summary Resellers EMEA ↓	2014-01-31 ★★★★★

Sales & Marketing

Solution Briefs	Connected UTM Solution Brief ↓	2014-01-31 ★★★★★
Product Guides & Matrix	FortiOS V5.0.6 Software Matrix - R11 ↓	2014-01-30 ★★★★★
Product FAQs	FortiAP 802.11ac Wireless LAN FAQ ↓	2014-01-29 ★★★★★

Support

CSS Policies and Documents	Product Life Cycle Status - January 31st, 2014 ↓	2014-01-31 ★★★★★
CSS Policies and Documents	Product Life Cycle Policy ↓	2014-01-19 ★★★★★
Life Cycle Announcements	Life Cycle Announcement: FortiAnalyzer-1000C-G, FortiManager-1000C-G - January 13th, 2014 ↓	2014-01-14 ★★★★★

Benefits of using the Partner Support Portal

The portal offers:

- Asset management
- Ticket management
- User management
- Download center
- Bug tracker
- Live Chat assistance from Customer Service


The screenshot displays the Fortinet Partner Support Portal. At the top, the Fortinet logo is on the left, and navigation links for Home, Asset, Assistance, Download, and Feedback are in the center. On the right, there is a user account section with a lock icon, the text 'Fortinet su...', and a 'LOG OUT' link. Below the navigation bar, a blue banner reads 'Welcome Fortinet support' and includes a disclaimer about time zones. A 'Customer Support Bulletin' section follows, listing three items related to FortiGate heartbeat failures, IPS engine updates, and FortiGuard updates to FortiOS 2.8. Below this is an 'Asset' section with 'Register/Renew' and 'Manage Products' options. The 'Assistance' section contains 'Create a Ticket', 'View Active Tickets', 'Contact Support', 'Manage Tickets', and 'Bug Tracker'. The 'Download' section at the bottom features 'Service Updates', 'Firmware Images', and 'Firmware Checksums'. A 'Quick Links' section on the right lists 'Forti-Companion', 'Tickets Creation Guide', 'Product Life Cycle', and 'CSS Reference Guide'.

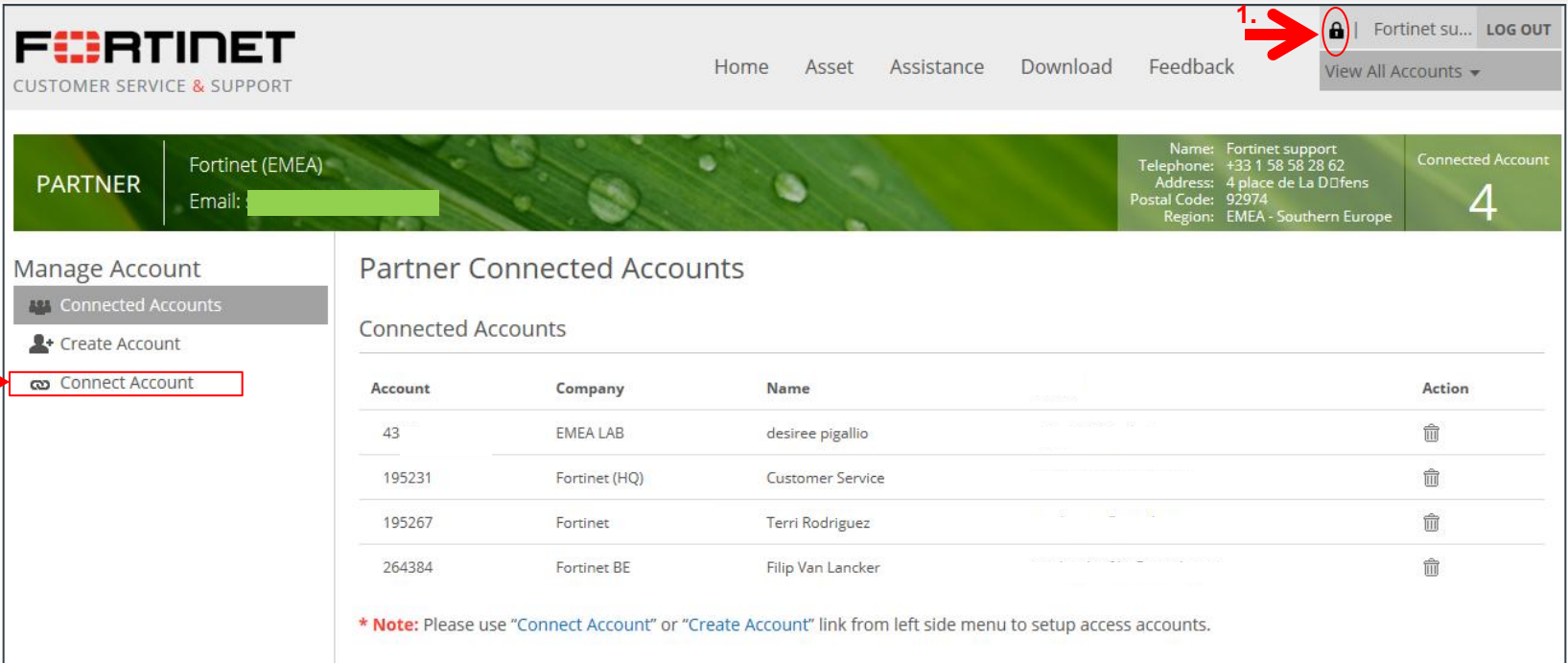
Manage assets




- Connect existing accounts or create accounts to organize assets
- Register assets per accounts, per End-User, per project, ...
- Use product description field and address field to further track assets
- Manage assets, create and export reports using either:
 - » Global view (all accounts) or
 - » Account view

Connect an existing account to the Support Partner Portal

1. 



2. 

Account	Company	Name	Action
43	EMEA LAB	desiree pigallio	
195231	Fortinet (HQ)	Customer Service	
195267	Fortinet	Terri Rodriguez	
264384	Fortinet BE	Filip Van Lancker	

* **Note:** Please use "Connect Account" or "Create Account" link from left side menu to setup access accounts.

Type here the login and password that you usually type at support.fortinet.com

Note: Once connected, this login does not work from support.fortinet.com therefore please ask the end user for your own credentials before doing the connect. End users can create sub-accounts in order to give you those credentials.

3. 

Connect Registered Account


Connect Account



Account ID (Email):*


Password:*

Create a registration account to the Support Partner Portal

Manage Account

 Connected Accounts

2.   Create Account

 Connect Account

Create a new account in order to register the assets of a specific end user or project.

3. 

Create Registration Account

Account Info

Email (Account ID):*

Password:*

Reenter Password:*

Contact Info

First Name:*

Last Name:*

Company:*

Title:

Address:*

City:*

State/Province:

Zip/Postal Code:

Country:*

AFGHANISTAN 

Phone:*

Fax:

Save

Cancel

* **Note:** This new registration account will be automatically connected to your partner profile. You will share visibility for this account, including tickets history and asset management, with users that can access your partner profile at partners.fortinet.com.

Update an existing account

The screenshot displays the Fortinet Customer Service & Support portal. The top navigation bar includes links for Home, Asset, Assistance, Download, and Feedback. A red arrow labeled '1.' points to the user profile area in the top right, which shows the user's name, a lock icon, and a 'LOG OUT' button. Below this, a 'View All Accounts' dropdown is visible.

The main content area is divided into two sections. On the left, under the 'PARTNER' header, there is a 'Manage Account' sidebar. A red arrow labeled '2.' points to the 'Connected Accounts' link in this sidebar. The right section, titled 'Partner Connected Accounts', contains a table of connected accounts. A red arrow labeled '3.' points to the first row of the table, which has the account ID '4387' circled.

Below the 'Manage Account' sidebar, there is a 'Manage User' section. A red arrow labeled '4.' points to the 'Current Users' table. A callout box above the table lists actions that can be performed by clicking on a user name: Edit User Info, Edit Permissions, and Edit Account Access Level (Full/Limit). The 'Current Users' table has columns for Name, Email (Account ID), Description, and Action. The first row shows a user named 'vincent' with email 'r@fortinet.com'. The second row shows a user named 'akriznik-tam' with email 'lk@fortinet.com'. A red arrow points to the 'Delete User' button in the Action column for the second user.

Fortinet
CUSTOMER SERVICE & SUPPORT

Home Asset Assistance Download Feedback

1. Fortinet su... LOG OUT
View All Accounts ▼

PARTNER Fortinet (EMEA)
Email: [REDACTED]

Name: Fortinet support
Telephone: +33 1 58 58 28 62
Address: 4 place de La Défense
Postal Code: 92974
Region: EMEA - Southern Europe

Connected Account
4

Manage Account

Connected Accounts

Create Account

Connect Account

Partner Connected Accounts

Connected Accounts

Account	Company	Name	Email	Action
4387	EMEA LAB	desiree pigallio	@fortinet.com	
195231	Fortinet (HQ)	Customer Service	l8@yahoo.com	
195267	Fortinet	Terri Rodriguez	ez@gmail.com	
264384	Fortinet BE	Filip Van Lancker	o@gmail.com	

Manage User

Current Users

Click on the User Name to:

- Edit User Info
- Edit Permissions
- Edit Account Access Level (Full/Limit)

Add User

Name	Email (Account ID)	Description	Action
vincent	r@fortinet.com		
akriznik-tam	lk@fortinet.com	Delete User	

View assets in details

- You can view full details for each registered asset
 - » Go to Asset > Manage/View Products
 - » Click on the product serial number

Product Details FortiMail 100
FE-1003106000

Service Expired On
2013-12-31

[Back To List](#)

Information

- General
- Location
- Entitlement
- License

Registration

- Renew Contract
- Add Licenses
- RMA Transfer

Assistance

- Ticket List
- Technical Request
- Customer Service
- DOA Request
- RMA Request
- WebChat

Product Info

General

Product Model: FortiMail 100
Serial Number: FE-10031060
Registration Date: 2010-02-08
Ship Date: 2009-10-29
Warranty: Evaluation
Description: EMEA Support Sophia Lab
Partner: Fortinet (EMEA)

Version & Update

OS Version: FE-100-FW-4.00-535
AV Engine Version: 5.43
AV Engine Update Time: 5/31/2013 11:00 AM
AV DB Version: 17.710
AV DB Update Time: 5/31/2013 11:00 AM
IPS Version: N/A
IPS Update Time: N/A
IPS Engine Version: N/A
IPS Engine Update Time: N/A

[Edit](#)

To view product support coverage

To edit the product description or Partner name

Create reports

- Customize your assets reports and export the data
 - » Go to Asset > Manage/View Products
 - » Fine tune the report options with the Details and Settings tab
 - » Filter the results with the Advanced Search tab
 - » Export the results with the Export tab

View Products

Total Records : 5054

Filter: Off

About To Expire 30

Details View

Setting

Export

Advanced Search

Please enter product SN or description...

Serial Number	Ship Date	Support Type	Support Level	Activation Date	Expiration Date	Customer
FWF60D4613000	2013-03-04	Web Filtering	Web/Online	2013-10-31	2017-01-17	EMEA LAB
FWF60D4613000	2013-03-04	2013-10-31 AntiSpam	Web/Online	2013-10-31	2017-01-17	EMEA LAB
FWF60D4613000	2013-03-04	2013-10-31 Hardware	Advanced HW	2013-06-02	2014-10-31	EMEA LAB
FWF60D4613000	2013-03-04	2013-10-31 Firmware & General Updates	Web/Online	2013-10-31	2014-10-31	EMEA LAB
FWF60D4613000	2013-03-04	2013-10-31 Telephone Support	24x7	2013-10-31	2014-10-31	EMEA LAB
FWF60D4613000	2013-03-04	2013-10-31 Enhanced Support	24x7	2013-10-31	2014-10-31	EMEA LAB

Manage tickets



- All tickets can be worked on by any of your company members
- Ticket updates are recorded with the name of the person who contributed
- Create ticket reports to review ticket quality & performance
- Choose to share ticket visibility with End-User or to maintain privacy
- Control End-User permissions to create tickets with Fortinet
- Choose to be notified when End-Users create tickets with Fortinet

Share ticket visibility with End-User

- This option is available when the ticket serial number belongs to one of the connected accounts

Ticket Wizard

TA Ticket
Serial Number: FGT1KA360750

1 Request Type > 2 Basic Info > 3 Comment > 4 Completion

Specify Ticket Information

Contact Information

Name:*
Fortinet support

Email:*
xxxxxxx@fortinet.com

Telephone:
+33 1 58 58 28 62

Ticket Visibility

You can select user accounts / sub-accounts to share visibility on this ticket. The accounts selected in the list below will be able to view, update or close the ticket and the respective email addresses will be added as contact email for ticket update notifications. Ticket visibility can be added after the ticket is created but cannot be removed once granted. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

Email
@fortinet.com
EMEA SUPPORT

Create ticket reports

- Go to Assistance > Manage tickets

View Tickets

Total Records : 341
Filter: Off

Setting

Export

Advanced Search

Please enter Ticket # or Product SN

Ticket#	Product	Status	Creation Date	Close Date	Priority	Request Type	Solution	Ticket Type	Ticket Quality	Account
1086022	FG3K2C3213000344 Lab devices	Closed	2014-04-02	2014-04-03	P4	Customer Service	CS query addressed	Customer	N/A	EMEA LAB
1084933	FG3K9B3E127 Tunnel goes down after phase1 rekey (IKEv2)	Closed	2014-04-01	2014-04-01	P3	Bug	Bug identified	Customer	N/A	EMEA LAB
1084095	FG3K9B3E127 VSD memory leak	On Hold	2014-03-31	N/A	P3	Technical Assistance		Customer	N/A	EMEA LAB
1081971	FG3K9B3E1071 Lab device Forticarrier upgrade licence	Closed	2014-03-27	2014-03-27	P4	Customer Service	CS query addressed	Customer	N/A	EMEA LAB
1069405	FM300D3M130								N/A	EMEA LAB

Ticket review

Ticket review

Ticket Type indicates originator (P: Partner, C: Customer)

Ticket Quality indicates whether all necessary information was provided at ticket creation (Y: Yes, N: No)

Solution explains whether it was a known issue, a new bug, a question referenced in KB, a misconfiguration, etc

Manage users



- All members of your company have full access through partners.fortinet.com
- Specific members of your company can have admin permissions to create additional user accounts for partners.fortinet.com
- All members of your company can manage End-Users access
- End-Users should login from support.fortinet.com
- Ticket visibility for End-Users can be restricted based on request type
- Asset management for End-Users can be restricted by serial number

Users overview

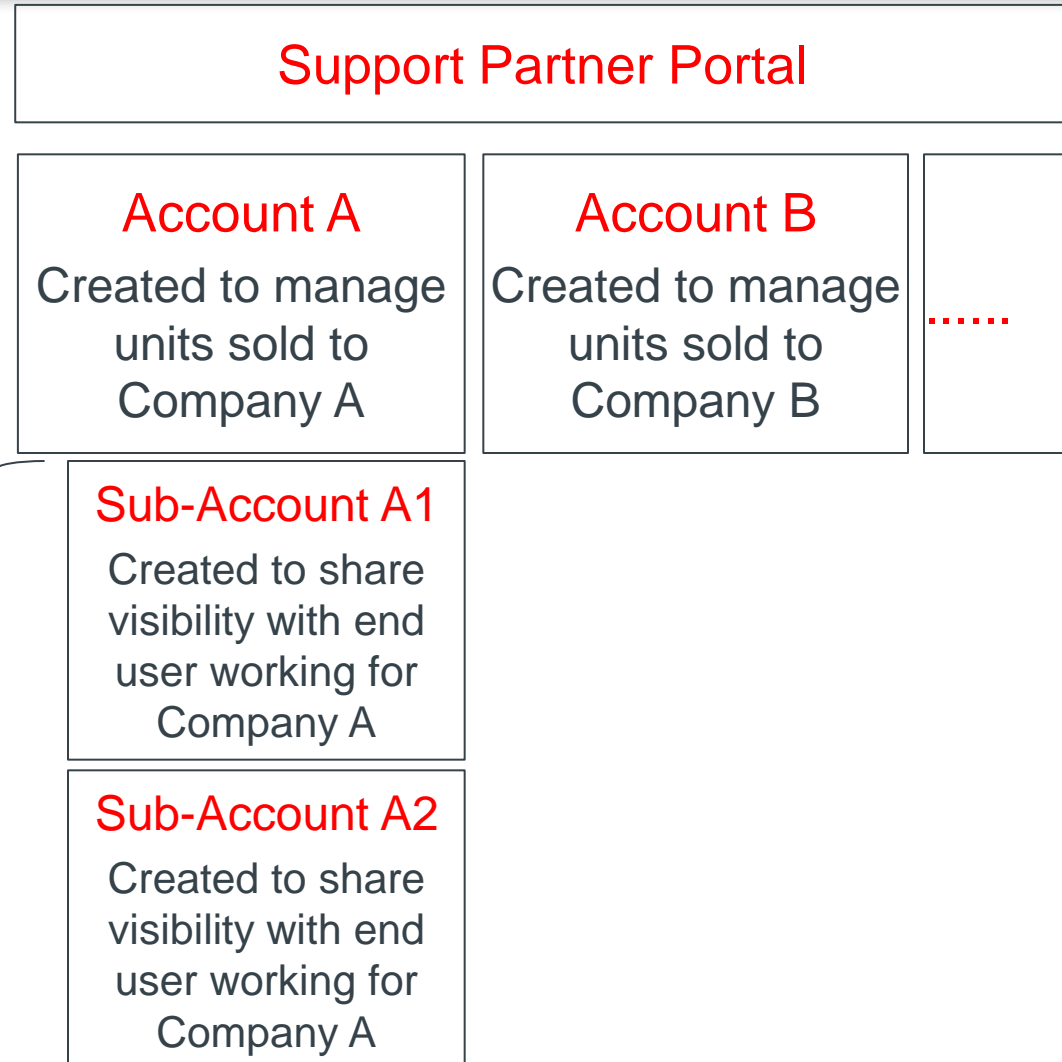


Login from partners.fortinet.com

Customer accounts are visible to all employees who have access to the Support Partner Portal

Login from support.fortinet.com

Using sub-accounts, End-Users working for Company A can also view & manage their assets and tickets.



Manage logins for your company

- All users listed here should login from partners.fortinet.com
They have access to marketing/Pricing information as well as tickets and assets for all connected accounts

1. **My Account**

2. **Active List**

3. **Add**

Associates - Active

Primary User

Name	Email (User ID)	Title	Status
Alfons V			Active
Philippe J			Active
Pieter J			Active

Users highlighted in yellow have admin permissions to create additional accounts.
To grant/remove admin permissions for a given user, please send an email to partners@fortinet.com


Create logins for your End-Users



- Additional sub-accounts can be created in order to:
 - » Allow End-User to view & manage the accounts
 - » Allow End-User to create tickets with Fortinet Support
 - » Share ticket visibility with End-User
 - » Allow contract/renewal registration by End-User

End-User should login from End-User Support Portal
support.fortinet.com

Manage End-Users access 1/2





1. →  Fortinet su... LOG OUT
View All Accounts ▾

2. → **Manage Account**
Connected Accounts
Create Account
Connect Account

3. →

Partner Connected Accounts

Connected Accounts

Account	Company	Name	Email	Action
4387	EMEA LAB	desiree pigallio	@fortinet.com	
195231	Fortinet (HQ)	Customer Service	78@yahoo.com	
195267	Fortinet	Terri Rodriguez	ez@gmail.com	
264384	Fortinet BE	Filip Van Lancker	p@gmail.com	


Manage User



Current Users

4. →

Click on the User Name to:

- Edit User Info
- Edit Permissions
- Edit Account Access Level (Full/Limit)

Add User → 

Name	Email (Account ID)	Description	Action
vincent	fay@fortinet.com		
akrizi	znik@fortinet.com		Delete account → 

Manage End-Users access 2/2

The screenshot displays the Fortinet account management interface. At the top, a green header bar contains the 'Account' tab, the user name 'lau lau', and account details: Company: Fortinet, Title: N/A, Email: (redacted), Telephone: 408 235 7700, and 'Activated Since 2013-12-13'. Below the header, a left sidebar lists navigation options: 'Account Profile' (selected), 'Change Account ID (Email)', 'Change Password', and 'Manage User'. The main content area is titled 'Account Profile' and shows the 'Account ID' section with 'Email (Account ID): l' and 'ia@hotmail.com', and 'System ID: 255868'. Below this is the 'Contact Info' section with fields for Title, Name, Company, Address, City, Zip Code, Country, State/Province, Phone, and Fax. A red 'Edit' button is located at the bottom of the contact info section. A red arrow points from the 'Change Account ID (Email)' option in the sidebar to a callout box that says 'To change email login (Account ID)'. Another red arrow points from the 'Edit' button to a callout box that says 'To edit account profile, such as address and phone number'.

Account | lau lau

Company: Fortinet
Title: N/A
Email:
Telephone: 408 235 7700
Activated Since 2013-12-13

Account Profile

Account ID

Email (Account ID): l ia@hotmail.com
System ID: 255868

Contact Info

Title: N/A
Name: lau lau
Company: Fortinet
Address: saratoga
City: saratoga
Zip Code: N/A
Country: ARGENTINA
State/Province: N/A
Phone: 408 235 7700
Fax: N/A

Edit

To change email login (Account ID)

To edit account profile, such as address and phone number

Download Center & Bug tracker



- Download center
 - » Full access to all Fortinet public software, no download restriction
 - » FortiGuard service updates available for download
- Bug tracker
 - » Search through active bugs being tracked by the Global Technical Support organization
 - » The Bug Tracker tool is only available to Fortinet Partners and is aimed to facilitate your work